

IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

Buffalo 1999-0699

#5/AB  
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Patent Application

Inventor(s) Clarence W. Buffalo et al.

Case 1999-0699

Conf. No. 9167

Serial No. 09/649,974

Group Art Unit 2154

Filing Date August 29, 2000

Examiner P. Lee

Title Customer Service Maintenance Automation

COMMISSIONER FOR PATENTS  
ALEXANDRIA, VA 22313-1450

SIR:

AMENDMENT

In response to an Office action dated October 27, 2003 (application Paper No. 2),  
please amend the above-identified application as follows:

IN THE UNITED STATES  
PATENT AND TRADEMARK OFFICE

CASE Buffalo et al. 1999-0699

SERIAL NO. 09/649,974

GROUP ART UNIT 2154

FILED August 29, 2000

EXAMINER P. Lee

TITLE Customer Service Maintenance Automation

COMMISSIONER OF PATENTS

P.O. Box 1450

Alexandria, VA 22313-1450

SIR

Enclosed is an amendment in the above-identified application:

☒ No additional fee is required, as shown below.CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NUMBER PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS FOR FEE PURPOSES	28	MINUS	30	0	X \$18	0
INDEPENDENT CLAIMS	4	MINUS	4	0	X \$86	0
MULTIPLE DEPENDENT CLAIM(S) First presented with this amendment, if applicable					X \$290	0
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT						\$

Respectfully,

Wendy W. Koba

Wendy W. Koba

Reg. No. 30509

Attorney for Applicant(s)

610-346-7112

Date: 1/27/04